SAWS OVERSIGHT PROCESSES BINDER
RECORD OF CHANGE LOG – SECTION 9

SECTION NAME: Tracking Lessons Learned
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BRIEF DESCRIPTION OF SECTION: Describes the SAWS Oversight process for identifying and documenting lessons learned from previous or current automation efforts.

CHANGE LOG

DATE	CHANGE DESCRIPTION/LOCATION	INITIALS

LESSONS LEARNED

SAWS Oversight developed formal processes to document and share the lessons learned among the consortium liaisons as well as consortium staff. The purpose of establishing a centralized location for lessons learned was to apply what worked well, mitigate risks, and identify areas requiring improvement. This applies to all phases of the project. The approach used to establish the lessons learned repository was:

Identify What Worked Well

- Which tasks materialized as expected and why?
- Was the outcome as expected?
- What new methods were tried that worked?

Identify Problems and Areas for Future Improvement

- Discuss problems that arose and identify what could have been done to anticipate them, or detect them earlier so impact could have been minimized.
- What do you know now that you wish you had known then?
- What would you do differently to mitigate risk or improve situation?

Identify Categories of Information on Lessons Learned

- Consortium
- Phase/Task/Subject
- Deliverables (If applicable)
- Lesson Learned
- What happened? In other words, what activities led you to the lesson learned?
- Response
- Implications

Documentation Procedures

- Establish a database to document "lessons learned".
- Each consortium liaison will be responsible for noting "Lessons Learned" through the different phases of the project. Any past lessons learned that liaisons have documentation on will be entered in the database.
- These "Lessons Learned" will be discussed in the monthly status meetings with all team members to determine if they should be entered in the database.
- Clerical staff or consortium liaison will enter data in database.
- Database will be available to all consortium liaisons, SAWS staff and management. Lessons learned will be periodically shared with stakeholders either via electronically or hard copies.
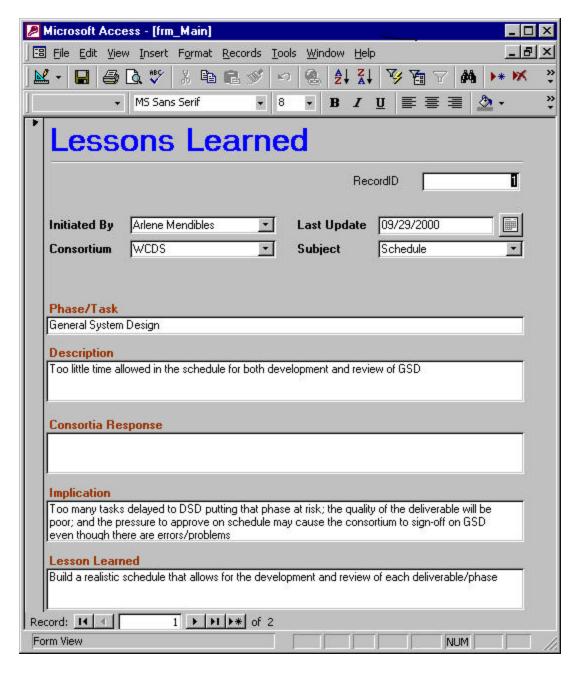
- The screen print appearing below displays the input requirements for the Lessons Learned database.

Recordation

The following processes currently govern lessons learned recordation:

- State oversight staff for LEADER, WCDS, ISAWS and C-IV use the same database to record "Lessons Learned"
- The database resides on the common drive under h:\CPU\lessonslearned
- Fields within the database will include the following:
    - Consortium – LEADER, WCDS, ISAWS and C-IV
    - Phase/Task – Planning, Design, Development, Implementation or Maintenance.
    - Subject – Schedule, Database Design, Procurement, Training, Technical Architecture, Conversion, Contract, or User Acceptance Testing
    - Description – Describe what happened and what led you to the lesson learned?
    - Consortia Response – How did the Consortia handle it?
    - Implication – What was the impact of the lesson learned?
    - Lesson Learned – What lesson did the Consortia learn?

A User's Manual for the SAWS Oversight Unit Lessons Learned process is currently under development and will be added to this section upon its completion.